Figure 2.1.1 ReACT Web Client access through MS Internet Explorer

Dialog



WARNING!

When doing password reset/synchronization via a browser while logged on in Windows NT, 2000, or XP, the user must take an additional step. This is required to avoid a situation where the password contained in the local machine cache is not updated, causing a system user lockout during reauthentication attempts.

To avoid the lockout situation, <u>immediately</u> press the CTRL+ALT+DEL keys to show the Windows Security dialog and click the **Lock Computer** button. Then, unlock your computer with the new password and the local cache will be updated.

A similar situation could occur with other platforms. To avoid any issues after password reset while logged on, it is always best to log out of each system on which the password was changed and then log back in with the new password.

THE RESET PROCESS (END-USERS)

This section will show you how end users can log into ReACT. Depending on administrator configurations, ReACT might be accessible from the intranet and/or the Internet. All users may be able to configure their responses and questions if granted by the ReACT administrator. Last, you also will see how to reset/synchronize your passwords using ReACT.

Depending on the administrative setup you might be forced, as the end-user, to a question/response update page. If so, then you will go through a different sequence other than the normal ReACT password reset flow. Follow the steps presented in Figure 2.1.2

Figure 2.1.2 ReACT Self-Service Reset/Synchronization Sequence

Step Description Dialog Type your ReACT ID assigned Login *<u>easpg</u>* by ReACT administrator and click Continue button. Authenticate Depending on the ReACT **OASPG** configuration, you might be 0 Help with this page forced to another page, in order to provide new Question and\or Responses for your ReACT user If presented the following dialog, you must enter corresponding answers questions you have been shown.

Figure 2.1.2 Continued

Step Description Dialog

Select System(s)

Here is where the end-user can select each system they whish to reset their password on.

To **synchronize** passwords, you must select all available systems.

Within the Systems page, depending on administrative options, end-users may modify his/her questions/responses. To accomplish this, click Third button at lower-left corner of the page showing a wrench icon link shown on the left side of the screen.

Update Authentication Info This is where users can change their ReACT challenge questions and responses.





Figure 2.1.2 Continued

Step

Description

Dialog

Enter Password

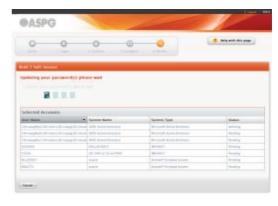
Within this step, the user simply needs to provide the new password they wish to apply to the previously selected systems.

Notice password restrictions regarding the length is shown at the right side of the page.



Update Password

Each system user account associated with the selected system(s) is processed for password reset. The status field will present an indication of the stages the reset process is going through.



Finish

The final page will show the reset status of all systems the reset process was run on. If the result is a failure, you should contact your ReACT administrator with any error information that is presented.

